PI - Request for Medical Records

Purpose:
Describe the initiation of the PI medical record request process.

Identification of Roles:
IME-Program Integrity (PI)— is responsible for the initiation and completion of the PI medical record request process.

Performance Standards:
None

Path of Business Procedure:

When a Program Integrity (PI) review requires medical records, the Senior Reviewer is responsible for initiation and completion of the request process.

<u>Creating the Letter</u> (Refer to procedure, "Guidelines for Letter Writing.")

Step 1. Open the appropriate template on the PI drive (P:\Templates and Forms).

a. Select Approved Letter Templates, Other Letters to Providers, then MRR New Rules. Select the Medical Records Request Letter template and checklist.

Step 2. It is essential that each letter be created directly from the original template.

a. DO NOT create the first letter from the template and create subsequent letters from that letter. Create each letter from the original template.

Step 3. Name the document.

a. Click on **File**, and then **Save as**, then **PI**, then **Case Files**, then **Reviews in Process.**

b. Click on the folder with the Reviewer's name.

c. Click on the project folder. If this provider is part of a larger project, click on the project folder, then the Reviewer's folder.

1. Project folder is named with project name and number (Refer to procedure, "Provider Reviews, Identification and Organization").

2. Provider folder is named with provider name and provider number.

Step 4. Complete form fields in the document.

a. If the Provider of Service is different than the Provider of Payment, address the letter to the Provider of Payment (unless directed otherwise by the Account Manager or Senior Reviewer.

b. Key in text, or cut, and paste text.

c. Insert the appropriate letter date.

1. Date the letter(s) for no less than three working days from the date the letter is drafted. Note: The date should match the date on the Medical Records Request Spreadsheet and Coversheets. Avoid dating letters to be mailed on a Monday, due to other necessary office tasks. If unsure about dating a letter, seek guidance from the Administrative Assistant, or Supervisor.

Step 5. Obtain certified mail paperwork from the Administrative Assistant.

a. Insert the certified mail number in letter and complete the Certified Mail Receipt. Keep the certified mail form at your desk until mailing.

Step 6. Complete the final formatting of the letter. Note: Never change the wording or formatting of the letter without prior discussion with the Senior Reviewer or Operations Manager. All changes to letter templates must be approved by the Account Manager.

a. Enter the header.

b. Click on **View**, then **Header and Footer**, then on the icon for the header.

c. Highlight the **help text**, and insert the provider name, provider number, and date. Text should be in italics and **NOT** bold.

a. Check spacing throughout letter. (Refer to procedure, "Guidelines for Letter Writing.")

b. Leave one line space between paragraphs.

c. If pages end with a heading, insert a page break so the heading begins at the top of the next page.

g. To insert a page break, hold down the **Ctrl** and **Enter** keys at the same time.

h. Avoid allowing signature lines to appear without introductory text on the final page. Adjust line spacing throughout, as needed.

i. Proofread the letter and attachments thoroughly. Assess the overall appearance of the documents.

Step 7. Obtain an "Outgoing Correspondence Tracking Log Number" from the Administrative Assistant or Senior Reviewer. Insert it in the form field in the upper right corner of the letter. The number obtained should be drawn from the same month that the letter will be mailed (e.g., if you obtain the number in late January and the letter will be mailed in early February, instruct the Administrative Assistant.)

Step 8. Save the first draft of the letter.

a. If already saved in the appropriate folder, (e.g., Reviews in Process, Your Name), click **File**, then **Save**.

Creating the Spreadsheets

Step 1. The Database Management Administrator creates the spreadsheets and sends it electronically to the Senior Reviewer.

Step 2. Save the spreadsheets in the appropriate project file with the provider letter in the provider folder.

Step 3. Note that there is an additional "hidden" column in the spreadsheet not utilized by the Senior Reviewer. This is for the use of the Database Management Administrator and Payment Integrity Specialist in calculating portions of recoupment according to federal fiscal years.

Step 4. Verify the accuracy of the spreadsheet(s) as indicated.

a. If requested records are part of a master query or project spreadsheet, confirm the provider name, number, and number of claims records requested.

b. Locate the master spreadsheet and/or individual provider spreadsheets in the project folder in Reviews in Process.

c. Use the line numbers on the spreadsheets to confirm the number of claims.

d. Check the first claim or recipient and the last claim or recipient for that provider, from the master spreadsheet to the individual provider spreadsheet.

Step 4. Store individual provider spreadsheets in the provider's folder in your Reviews in Process.

Creating the Cover Forms

Step 1. Cover Forms are bar-coded for accurate and expedient sorting when medical records are submitted to PI. The bar-coded coversheets are obtained through the Database Management Administrator or his designee. If the cover forms are not requested in conjunction with the Reviewer Recommendation and Project Initiation, use PI Data Request Form F-103 and submit electronically to the Operations Manager for approval.

Step 2. Verify accuracy of cover Forms. Check the first and last names listed on the spreadsheet, and ensure that the coversheets correlate. Check several random coversheets in the stack if it is a large project, to confirm that the coversheets contain accurate information.

Step 3. Ensure the overall professional appearance of the cover forms documents.

Finishing the Letter

Step 1. Refer to procedure, *"Routing a Letter to a Provider"* and *"Review Follow-Up"* for further instructions.

SAMPLE FORMS/REPORTS:

\\dhsime\imeuniversal\Operational Procedures\Program Integrity\Forms and Letters\Approved Letter Templates\Other Letters\MRR.doc
\\dhsime\imeuniversal\Operational Procedures\Program Integrity\Forms and Letters\Approved Letter Templates\Other Letters\MRR Checklist.doc
\\dhsime\imeuniversal\Operational Procedures\Program Integrity\Forms and Letters\Approved Letter Templates\PI Form\Project Initiation Form F102_1P.dotx

RFP References:

6.1.2.2.6

Interfaces:
Program Integrity Unit

Attachments:
N/A